MAS

Let SMA Technologies handle your automation initiatives with our team of automation experts.

What is MAS?

Managed Automation Services is a flexible solution for clients using OpCon, the workload automation platform from SMA Technologies. Clients can outsource their automation implementation entirely or still maintain some level of control and interaction with their OpCon environment. They will be provided with new automation recommendations and implementation, operational support, and environment monitoring from SMA experts. Clients can have as much or as little access to OpCon as they'd like.

Who is MAS for?

MAS is for clients that lack the time or the personnel to achieve their automation goals. They may have lost their OpCon administrator, struggle with automating difficult tasks, or need help diagnosing and resolving operational support issues. These clients have a broad scope of automation objectives and need short- or long-term on-demand, ongoing assistance with their automation plans. This is different from SMA's automation consulting team, who typically work on short-term projects with a highly defined scope.
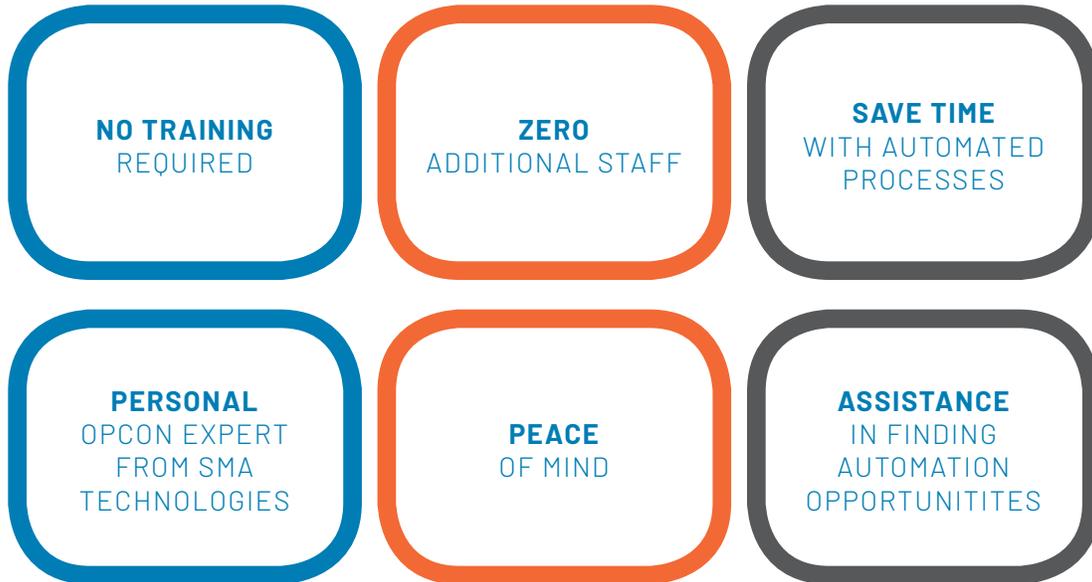
Support

The MAS team will provide all product and operational support for the client. However, the client can choose which OpCon components and workflows they'd like to have the MAS team monitor and respond to according to SLAs. Clients can opt to perform operational support on individual workflows, and the MAS team will be ready to assist if necessary.

Remote consulting

The MAS team's automation experts will implement new automation that clients request through our client portal. Our experts work closely with the client's IT teams to understand their automation goals, gather requirements, and implement automation according to OpCon best practices. If clients prefer creating their own automation, our experts will perform QA, build self-healing routines, and help IT teams solve complex automation challenges. The MAS team meets with clients biweekly to review any open cases and service requests and to perform discovery on additional automation opportunities.

SMAtechnologies.com

contact@SMAtechnologies.com

Work Smarter, Not Harder.

NO TRAINING	ZERO	SAVE TIME
REQUIRED	ADDITIONAL STAFF	WITH AUTOMATED PROCESSES

PERSONAL	PEACE	ASSISTANCE
OPCON EXPERT FROM SMA TECHNOLOGIES	OF MIND	IN FINDING AUTOMATION OPPORTUNITITES

Infrastructure requirements

To implement MAS, clients will provide and manage a Windows VM meeting our minimum requirements for the OpCon server:

- Local admin permissions for MAS team required on this machine.
- SQL Server for OpCon database provided and managed by client.
- MAS team will provide services to keep OpCon components updated.

Another option is for the MAS team to provide an OpCon VM—a pre-configured virtual machine running SQL Express with all OpCon server components installed and ready to go.

MAS pricing

Clients can get started with MAS for as little as $23,400 per year. We offer pricing dependent on the length of the contract and the number of hours per month clients sign up for.

To get more detailed pricing and to see MAS in action, call us at 1-877-762-6584 or visit SMAtechnologies.com/request-a-demo

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